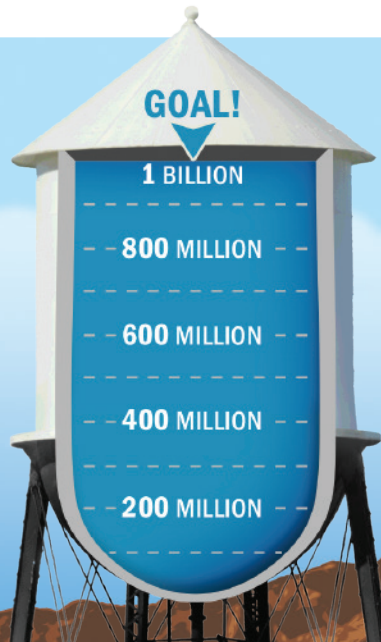


# Currents



*Always There for You!*



## You Did It! One Billion Gallons Saved!

Burbank has officially saved **one billion gallons** of water. Thank you for sticking to the outdoor watering schedule, taking shorter showers, washing only full loads of laundry and dishes, and for every effort you've made to conserve water in this drought. We are *overflowing* with gratitude!

View the latest water savings at [BurbankWaterAndPower.com](http://BurbankWaterAndPower.com)

## El Niño Rains: Likely to Ease but Not Erase Drought

### 5 key water concepts you should know:

- 1 One season of above-average rain and snow will not break the drought.
- 2 Southern California depends on Sierra Nevada snowpack to supply us with water throughout the year.
- 3 Warmer temperatures forecasted for this winter will quickly turn snowfall into rain and runoff, preventing the buildup of snowpack and limiting year-round water availability.
- 4 Burbank is dependent on water captured and placed in reservoirs. While California's largest reservoirs are concentrated in the north, El Niño rainfall is unfortunately expected to fall more heavily in the south. Rain in SoCal provides only temporary drought relief.
- 5 Burbank's biggest water use is for landscapes. Limiting outdoor watering will continue to be the key to managing our water supplies.

# El Niño 101

**What is it?** El Niño is a warming of ocean waters west of Peru that can cause dramatic changes to the atmosphere, altering weather patterns worldwide. For California, El Niño brings a series of storms. This rainy season, a dozen or more storms are anticipated.

**When are the El Niño rains expected? When will they end?** If past El Niños are a barometer, 1983's rains hit hard in January and in 1998 they struck in February. By the time this issue hits the streets, the storms may already be pelting us in earnest. And, according to the Climate Prediction Center, there is a 95% chance that El Niño will persist through the spring.

**Will El Niño end the drought?** Bad news on this front. Experts say that it is a near impossibility that one heavy season of rain can eradicate the effects of four years of drought. So, when the rains end, we may well be back to a renewed drought.

**What can I do to prepare for El Niño storms?** If you haven't already, now is the time to button up your home, car and garden. Here are some top tips:

## HOME

- **Check your roof.** Fix any leak ASAP. Telltale signs of leaky roofs include water spots or yellowish discolored paint on ceilings. Clear off leaves and debris that allow water to pool on your roof. Repair or replace loose and missing shingles or tiles.
- **Gutters are your first line of storm defense...**so make sure they are well maintained. Clean out gutters and downspouts before it rains, then again after big rains.
- **Better safe than sorry.** Have emergency materials on hand, just in case. Sandbags, heavy plastic sheeting, ropes or bungee cords to tie things down are recommended. Also, know the location of your natural gas and water shut-off valves and have shut-off tools attached to your systems.



**Did you know?** For every 1,000 square feet of roof, one inch of rain equals 600 gallons. Make sure your gutters and downspouts are up to the task of moving this rain off your roof and away from your home's foundation. Consider getting rain barrels to capture water for later use. Rebates available! Go to [BurbankWaterAndPower.com](http://BurbankWaterAndPower.com) for details.

## CAR

- **Kick those tires.** Make sure your tires are properly inflated to maximize traction. And, if you have less than 50% of tread left on your tires, it's time to change them.
- **Wipers.** Driving in heavy rain is not the time to find out your windshield wipers aren't up to the task.
- **Inspect your brakes.** Worn brake pads need to be replaced, regardless of weather. Drive carefully in the rain and remember that cold, wet brakes don't work as well as warm, dry ones.



## GARDEN



- **Let Mother Nature do your watering.** Sprinklers off before, during and after rain. It's possible you won't need to turn them back on until spring.
- **Be secure.** Tie down loose palm fronds, tarps, potted plants, lightweight deck chairs or other items that might be carried or blown away by rain and wind.
- **Tree health.** Heavy rainfall and strong winds could take down more than just leaves. Have an arborist evaluate your trees to ensure limbs aren't likely to break.
- **Mulch.** Make sure your yard drains properly. If you've replaced lawn with hardscape and other options over the past four years, the drainage pattern in your yard may have changed. Add 3 or 4 inches of mulch in landscape beds and areas where water collects to help drainage.

**Did you know?** Burbank residents can get sandbags and mulch for free! Up to 25 sandbags may be picked up from Burbank's Public Works Department, 124 South Lake Street, weekdays between 7am and 4pm. All the free mulch you can carry away is available at 3 City parks: George Izay, Gross and McCambridge. For more information on free sandbags and mulch, go to [BurbankUSA.com](http://BurbankUSA.com).

**Finally, always be safe!** Pounding rains can lead to mudslides, flooding, falling branches, and accidents. Here are 4 final tips to staying safe.

- 1 Never touch downed power lines. Immediately call 9-1-1.
- 2 Don't try to cross flooded areas and never enter moving water. Just 6" of water can knock you off your feet. If trapped in your vehicle, stay with it unless water continues to rise. If that happens, get on the hood if possible.
- 3 Drive safely. Keep sufficient braking distance between you and the car in front of you. Don't speed. Give yourself a bit more time to get where you are going safely.
- 4 Update the emergency kits you keep in your home and cars. (You DO have emergency kits, right?!) **FEMA.gov** does a great job detailing the supplies you'll want handy in the event of an emergency. Make preparing your kit your new year's resolution or a late holiday gift to yourself! And, if you have pets, don't forget to pack supplies for them.

# Fast Charging in Burbank



We've all heard of DC Comics™ and Washington, DC. Now, Burbank introduces a new DC – DC Fast Charging at the Lakeside Shopping Center on Pass Avenue, close to the 134 freeway. BWP, along with a group of other municipally owned Southern California electric utilities, was awarded a generous grant from the California Energy Commission to help pay for this charging station.

Certain electric vehicles (EVs) are equipped to get charged up with a Level 3 DC Fast Charger, including the Nissan LEAF, BMW i3, Chevrolet Spark, Mitsubishi i-MiEV and Tesla's Model S. As the name implies, DC fast chargers can replenish an electric car's battery pack at a much quicker rate than AC Level 2 chargers, which typically take between two and four hours to charge. DC fast chargers get the job done in 30 minutes or less.

One complication is that EV manufacturers have not settled on one charging methodology. In fact, there are three charging standards. SAE Combo (also known as Combined Charging Standard) is used by U.S. and German car manufacturers. The oddly spelled CHAdeMO standard is preferred by Asian manufacturers, and Tesla Motors has gone its own way with the Supercharger. To make things as convenient as possible for users, BWP's Fast Charger includes both the SAE Combo and CHAdeMO charging options, so the majority of eligible EVs will be able to use the station, including any Tesla owner that has an adaptor.

BWP's pricing is also favorable. At 28 cents for every kilowatt-hour of electricity charging your battery (50 cents during summer weekday peak energy hours of 4-7pm), your driving costs remain much cheaper than using gasoline. And, unlike many other charging stations, we don't charge a usage fee; you just pay for the power. So, pull into the BWP station, fill up in minutes, and be quickly on your way with no "range anxiety" in sight!

**BWP is your community-owned utility. Our goal is to provide the services Burbank residents need with the best rates and delivery possible and to be always there for you, every single day!**

**Did you know?** This newest EV charging option brings Burbank's tally to 28 public charging stations! For a map showing the locations, go to **[BurbankWaterAndPower.com/electric-vehicles](http://BurbankWaterAndPower.com/electric-vehicles)**. Also, if you are in the market for an EV, check out BWP's very generous EV charger rebates. Up to \$500 for Burbank residents and \$1,000 for businesses!



# We Asked, You Answered

Annually, we conduct research to gauge how BWP's customer service is holding up, talking to residents one year, then businesses the next. We've been doing these surveys for several years, allowing us to track your assessment of our performance over time.

Here are results from our latest survey with residents.

## Good news...

- Overall customer satisfaction was up from our last survey with a community satisfaction score of 8.0 out of 10 (10 being "very satisfied").
- Residents recognize how trustworthy BWP's power system is with incredibly high scores given for providing reliable electricity (9.2) and quickly restoring service (9.0).
- Customers give high ratings for overall trust in BWP (7.8), customer service representatives (8.0), and bills that are easy to understand (8.0).
- When asked how much benefit Burbank realizes by having its own utility, 83% replied "great benefit."

## ...But, We Need to Do Better

- When it comes to managing rate increases, nearly half of you said BWP could do more.
- You rated the value received for the price you pay for electricity at 6.8 out of 10 – not terrible scores, but certainly nothing to crow about.
- 40% of Burbank residents didn't realize that BWP is community owned. Obviously, we've done a poor job of communicating such an important message!

And, to the 83% of you who reported reading Currents, thank you! We sincerely appreciate any feedback you are willing to give us, positive or negative. To make your voice heard, please email the Currents Editor at [jmeyer@burbankca.gov](mailto:jmeyer@burbankca.gov).



**The overall customer satisfaction increased from the last survey taken. We scored an impressive 8 out of 10!**



## 2016 Landscape Workshop

BWP offers two free landscape workshops to Burbank residents. The **Water Saving and Turf Replacement Workshop** provides water saving tips for your landscape, information on turf removal and on plants that are water efficient, ways to increase landscape permeability, and basic landscape maintenance procedures. Our **Watershed Wise Gardener Workshop** includes the watershed approach, building a living soil sponge, evaluating your site, rainwater harvesting, choosing the right plants for the right place, and managing your irrigation. All workshops are held on Saturday mornings and run 9am to noon.

## 2016 Calendar

### Water Saving & Turf Replacement:

March 19 and October 22

### Watershed Wise Gardener:

February 27 and May 21

*RSVPs are required. To register, call 818-238-3730.*

## Pug Goes Green

Phew! The busy holidays are behind us so how about taking just a couple minutes to enjoy a fun video? A very cute Pug reminds us all how easy it is to be green, from recycling and using mass transit,

to turning off lights and faucets when not in use. This dog is seriously adorable and the video is less than 3 minutes long. Enjoy!



Just search "pug goes green" and you'll find the video.

## Get a Jump on Spring Cleaning!

Occupying a top spot on best seller lists is a book called **The Life-Changing Magic of Tidying Up: The Japanese Art of Decluttering and Organizing**. I'm not sure if getting rid of a second refrigerator hanging out in your garage is covered in the book or not, but if you really don't need

that old refrigerator, use BWP's Refrigerator Round Up program. Call us at (888) 333-3938 to schedule the pick-up. We'll environmentally recycle your old, but operable, refrigerator and give you a \$50 bill credit to boot! Clean up and enjoy a little magic from BWP!



# WILL EL NIÑO END CALIFORNIA'S DROUGHT?

The stage is set for a strong El Niño event this winter, but experts say it is unlikely to erase California's four-year drought. While there is no single factor that will determine when the drought ends, here is a high-level look at factors the National Oceanic and Atmospheric Administration (NOAA) and the California Department of Water Resources will be watching for signs of improvement.

Reprinted with permission from the Association of California Water Agencies.



## KEY CALIFORNIA DROUGHT RECOVERY FACTORS

### SNOWPACK

California relies on gradual snowmelt from the Sierra Nevada to provide a major portion of its water supply. To make a dent in the drought, this winter's snowpack would need to return to at least average or above — about 39 inches of snow water content on April 1.



### TEMPERATURES

Storms must be cold enough to support significant snowpack in the Sierra. The average winter minimum temperature in the Sierra would need to drop by 6 degrees from last year's average — from 32.1 degrees to 26 degrees. The above-normal temperatures currently predicted for Northern California are not a good sign.



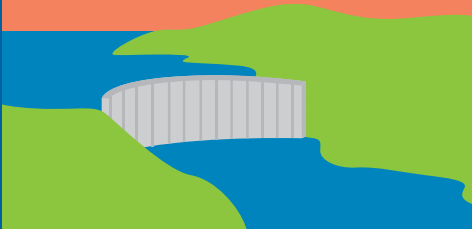
### RAINFALL

Based on past drought-busting years, precipitation would need to be about 120% of average — about 60 inches — in key Northern California watersheds.



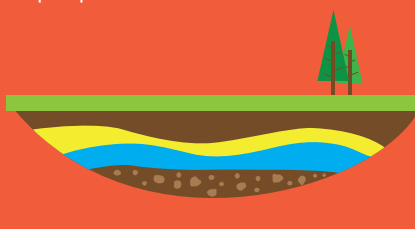
### RESERVOIRS

Four years of drought have reduced the state's key reservoirs to about a third of their capacity or less. Above-normal rain and runoff in Northern California would be needed for storage levels to recover this winter.



### GROUNDWATER

Groundwater levels are down by as much as 100 feet in some areas. Experts say recovery will be a multi-year process that depends on how basins are recharged and how much groundwater continues to be pumped.



### WATER FOR FARMS AND COMMUNITIES

Surface water deliveries for farms were reduced by 8.7 million acre-feet in 2015. Urban areas also have seen reduced deliveries and have been subject to mandatory conservation. Restored water deliveries and lifting of emergency conservation measures will be a sign of drought recovery.



## KEY UNKNOWNNS

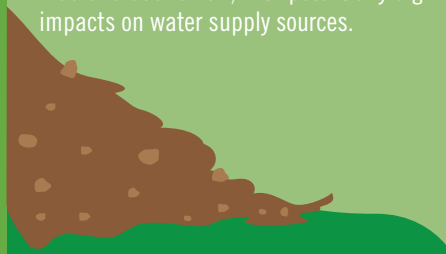
### STRENGTH AND LOCATION OF STORMS

NOAA's latest outlook does not project where and when storms may occur. Heavy rain and even flooding in Southern California — without snow in Northern California — will not be enough to end the drought.



### MUDSLIDES AND DEBRIS

Torrential rainfall could trigger flooding, mudslides and debris flows — even during drought. Areas affected by recent wildfires are especially susceptible to mud and debris flow, with potentially big impacts on water supply sources.



### NEXT YEAR

Even if El Niño brings heavy rain and snowfall this winter, drought conditions may return next year. California may be facing a "new normal" of extreme droughts and floods due to climate change.

# 2016



**ONEBurbank** is a suite of BWP fiber optic services offered to Burbank businesses looking for exceptionally fast and reliable bandwidth. Visit **ONEBurbank** at **ONEBurbank.com**

In business for almost 40 years, *Entertainment Partners* is the leading global provider of payroll and production management services for all aspects of the entertainment industry. Offering technology solutions, including advanced production accounting systems and budgeting and scheduling software, the company collaborates with clients to produce the most cost-effective and efficient film, television, digital, and commercial projects.

Headquartered in Burbank, *Entertainment Partners* also owns Central Casting, an iconic Hollywood name since 1925, which provides casting and payroll services for background actors. With more than 1,100 employees, *Entertainment Partners* is 100% employee-owned and has offices in the US, Canada, London and Tokyo.

John Butzek, Manager of Information Technology Operations, shares his experience with BWP's ONEBurbank fiber service:

Entertainment Partners uses ONEBurbank's dark fiber service to provide high-speed data connections between our Burbank offices and our remote corporate data center.

When we first decided to move our data center off-site, I searched a number of different sources and spoke to IT industry colleagues to find out who could provide dependable dark fiber service in Burbank.

I quickly learned about Burbank Water and Power's ONEBurbank fiber offering. Once I heard about the available speed and cost, it was an easy decision to sign-up. Unlike traditional wide area network providers, BWP personnel provided timely communication throughout the provisioning process and they were a pleasure to work with. ONEBurbank offers its service at a greatly reduced cost compared to traditional providers. It's been very reliable with no unscheduled interruptions since the day of installation. We love the dark fiber service we get from ONEBurbank!

We welcome Entertainment Partners as another satisfied ONEBurbank customer! Visit their website at [ep.com](http://ep.com) for more information.



**Above:** Staff working at Burbank's 100% employee-owned Entertainment Partners.



# Free Moving Referral Home Services

BWP recently joined forces with Kandela, a company that provides free, one-stop moving referral services for residents looking for a variety of home services. While best suited for people moving into a new home, the free service can be used by anyone interested in getting the best pricing on television, internet, phone, home security and other services.

With just one phone call, this free service works to get Burbank residents “the best deals on home services with the VIP treatment you deserve.”

**How does it work?** Kandela partners with all major providers of cable, TV, phone and internet services, along with local providers of other home services. For example in Burbank, they partner with AT&T, Verizon, Time Warner and Charter to provide all entertainment and communication options to residents. With a single phone call, you can speak to a representative who will discuss pricing and service options, activate services you select, and schedule installation times – all at no cost to you. In addition to communication services, options include moving and storage, setting up utilities, cleaning services, home security, and much more.

To discover more, visit [kandela.com/bwp](http://kandela.com/bwp) or call **1-877-698-8884**.



## We're BWP, Not LADWP!

Recently, our neighboring utility, the Los Angeles Department of Water and Power, announced a 5-year rate increase plan. We've had a few residents call us about this and would just like to say that we are Burbank Water and Power. BWP is your community-owned water and power utility. We serve all the residents and businesses within our borders and no one else.

### *What else you should know about BWP:*

- **You can't beat the service.** Burbank has fewer energy outages than almost anywhere else in the United States.
- **Rate Control.** Our electric rates are among the lowest in the region and our water rates are the lowest!

- **We're locally controlled.** Burbank's City Council and the BWP Board set our policies and decisions, not Sacramento.
- **BWP is not-for-profit.** All revenues stay in the community, supporting utility improvements to keep rates low and system performance high and other important City services, including fire, police, parks and libraries.
- **We're your neighbor.** Many of our employees also live in Burbank, so we are truly invested in our community.

For over 100 years, BWP has been “Always there for you!” As we begin a new year, we renew our commitment to being a premier and trusted provider for the Burbank community. Cheers to a happy and healthy 2016!

# Things You May Not Have Known About Electricity

Electricity is something that most of us just take for granted without thinking much about it. But, without electricity, our lives would be much harder. So, here are some electricity basics and some fun facts to impress your friends!

**Know your GTDs:** Generation, Transmission and Distribution, that is.

1



Electricity is made at power plants by huge generators.

2



The first stop for the electrical current is a substation where large transformers increase ("step up") the voltage to push the power long distances.

3



The electrons travel through high-voltage transmission lines, stretching across the country, to where the power is needed.

4



The electricity reaches another substation where the voltage is lowered ("stepped down") so that it can be sent on smaller, distribution power lines.

5



Traveling through distribution lines, the power reaches your neighborhood where smaller, pole-top transformers reduce the voltage once again to standard voltages for homes and businesses.

6



A "service drop" connects to your home, passing the electricity through your home's meter, measuring the amount of power your household uses.

7



The electricity travels through wires inside the walls of your home to the outlets and switches all over your house.

**Fact:** Electricity must be generated at virtually the same time it is used. This means power companies, like BWP, have to ensure that the amount of electricity available meets the community's demand on a minute-by-minute basis.



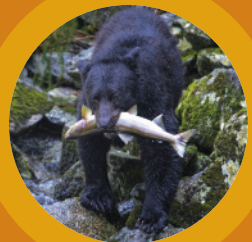
**Fact:** Electricity always tries to find the easiest path to the ground. Birds can stand on power lines and not get shocked because it's easier for electricity to keep flowing through the power line than to



go through the bird. But, if a bird with large wings touches a power line and a tree or power pole at the same time, or two wires at once, it will create a circuit and the electricity will flow through the bird and likely electrocute it.

### Best Energy Fact Ever:

Roy Sullivan, a former U.S. park ranger, holds the record for most times being struck by lightning: 7. The odds of this happening are 22 septillion to one — that's 22 with 24 zeros following! Roy's final lightning strike was his best. He was fishing when he was hit. Adding insult to injury, a bear stole the trout he had on his line. When Roy came to, he hit the bear with a stick to get his trout back. What a guy!





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## **How to Contact Us.**

*Customer Service:* (818) 238-3700

*Water Services:* (818) 238-3500

*Electric Services:* (818) 238-3575

*Conservation Services:* (818) 238-3730

*Street Light Outages:* (818) 238-3575

*After-hours Emergency:* (818) 238-3778

*ONEBurbank:* (818) 238-3113

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*Visit us online at:*  
[BurbankWaterAndPower.com](http://BurbankWaterAndPower.com)

***Always There For You!***

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